

Norton AntiVirus™ for Lotus Notes® OS/2 Installation Guide



Norton AntiVirus™ for Lotus Notes® OS/2 Installation Guide

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Installing Norton AntiVirus for Lotus Notes

The Norton AntiVirus setup program locates the Lotus Notes server and default data directories. The following directories are located or created, as necessary:

- **\Notes**
Norton AntiVirus engine and technology to download virus definitions files and program updates
- **\Notes\Data\NAV**
Norton AntiVirus databases (NAV.NSF, NAVLOG.NSF, and NAVHELP.NSF)
- **\Symantec\Common\Shared\Virusdefs**
Virus definitions files (used for all Norton AntiVirus products)

System requirements

Administrator-level privileges to the Lotus Notes server are required to install.

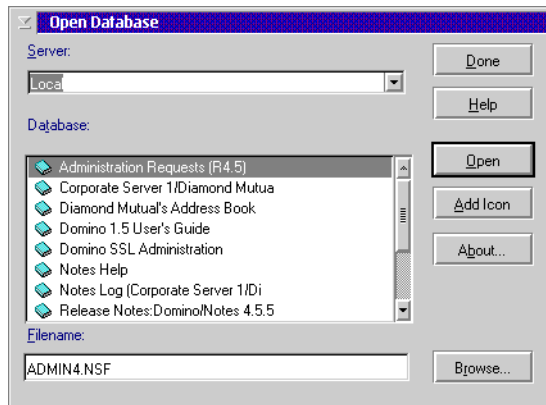
- Operating system: OS/2 Warp 3 (Warp 4 recommended).
- Lotus Notes version: 4.5 (Version 4.5.5 or higher recommended).
- Processor: Pentium 90 (Pentium II is recommended).
- Memory: 32 MB (128 MB or more is recommended).
- Disk space to install: 7 MB.
- CD-ROM drive.

Installing

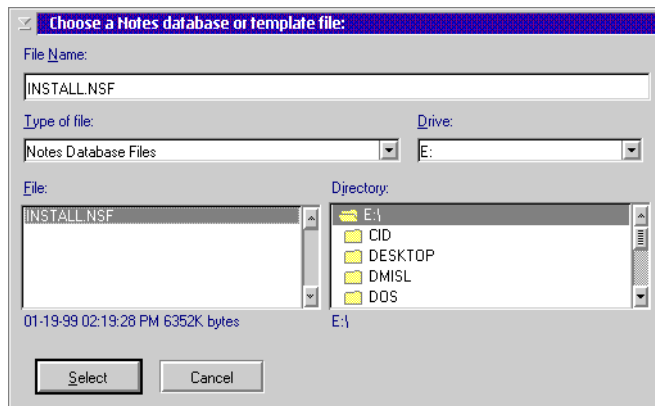
To install Norton AntiVirus for Lotus Notes:

- 1 Insert the Norton AntiVirus CD in the CD-ROM drive.
- 2 Shut down your Lotus Notes server (if it is running).
- 3 Start your Lotus Notes client (if it is shut down).
- 4 From the File menu, choose Database, then Open.

The Open Database dialog box appears.



- 5 Click Browse, then locate and select \NAVNOTESOS2\INSTALL.NSF on the Norton AntiVirus Solution CD.



- 6 Click Select.
The Open Database dialog box reappears.

-
- 7 Click Open.
 - 8 Double-click Install Norton AntiVirus Notes OS/2 Edition.
 - 9 Follow the on-screen instructions to complete the installation.
 - 10 After the Norton AntiVirus install completes, restart the Lotus Notes server.

When the Lotus Notes server is restarted, the Norton AntiVirus databases are created from templates and placed in the NAV subdirectory of your default Data directory. A README.TXT file is placed in this directory as well.

- 11 Select the workspace tab on which you want to place Norton AntiVirus.

Some administrators prefer to label and dedicate a single tab to Norton AntiVirus.
- 12 In the NAV directory, double-click the NAV Settings database (NAV.NSF) to place its icon on the tab.

Uninstalling

To uninstall Norton AntiVirus:

- 1 From the workspace tab where you placed Norton AntiVirus, double-click the NAV Installer database icon.
- 2 Click Uninstall Norton AntiVirus Notes OS/2 Edition.
- 3 Follow the on-screen instructions to delete Norton AntiVirus.

Using Norton AntiVirus for Lotus Notes

Norton AntiVirus secures your Lotus Notes environment against virus attack by protecting databases on Lotus Notes servers and monitoring email that is routed through the servers. Norton AntiVirus operation is transparent to users, with minimal performance degradation to the network.

Remember, however, the Lotus Notes environment is only one avenue a virus can use to penetrate your site. For a complete virus protection solution, make sure the appropriate workstation or server version of Norton AntiVirus is installed on every computer at your site.

About Norton AntiVirus

Norton AntiVirus (NAV) is completely integrated into the Lotus Notes environment. All scanning is configured and initiated from the NAV Settings database. All reports and virus infection information are handled through the NAV Log database. Information about the product and how to use it is provided in the NAV Help database.

Norton AntiVirus for Lotus Notes can be configured to do any of the following:

- Eliminate viruses automatically on detection
- Quarantine infected documents and email for administrator review
- Delete infected items

When viruses are detected, email notifications are sent, optionally, to specified administrators, document or email authors, and intended email recipients.

What is a computer virus?

A computer virus is a program designed in such a way that, when run, it attaches a copy of itself to another computer program or document. Thereafter, whenever the infected program is run or document is opened, the attached virus program is activated and attaches itself to yet other programs and documents.

In addition to replicating, viruses are generally programmed to deliver a payload. Most viruses simply display a message on a particular trigger date. Some, however, are programmed specifically to damage data by corrupting programs, deleting files, or reformatting disks.

Macro viruses that infect word processing and spreadsheet documents (such as Microsoft Word or Excel) pose the greatest threat in the Lotus Notes OS/2 environment.

To ensure that computers stay virus-free, it is vital to scan frequently and schedule regular LiveUpdate sessions.

How Norton AntiVirus works

Symantec engineers track reported outbreaks of computer viruses to identify new viruses. Once a virus is identified, information about the virus (a virus signature) is stored in a virus definitions file, which contains the necessary information to detect and eliminate the virus. When Norton AntiVirus scans for viruses, it is searching for these telltale virus signatures.

To supplement detection of known viruses, Norton AntiVirus includes a powerful component called Bloodhound. With this advanced heuristic technology, Norton AntiVirus can detect a high percentage of new or unknown viruses not yet analyzed by anti-virus researchers.

The Norton AntiVirus LiveUpdate feature makes sure your virus protection remains current. Updated virus definitions files are provided by Symantec regularly. With LiveUpdate, Norton AntiVirus connects automatically to a special Symantec site, determines if your files need updating, downloads the proper files, and installs them in the proper location.

Starting Norton AntiVirus for Lotus Notes

Norton AntiVirus runs as a Notes server task. Every time the server is started, Norton AntiVirus protection begins as well. Management and configuration tasks are accessed through the Lotus Notes client.

To open Norton AntiVirus for Lotus Notes:

- Double-click the NAV Settings icon on your Lotus Notes workspace tab.

The first time you click the NAV Log and Help buttons, icons for these databases are placed on your Lotus Notes workspace tab.

Figure 2-1 Norton AntiVirus main window



To get help while using Norton AntiVirus, do any of the following:

- In the Norton AntiVirus main window, click the Help button for the help table of contents.
- In the Action bar of any form or view, click the Help button to access the context-specific help topic.
- In any form, click the group label that precedes options for a brief pop-up description of the options.

Using the Notes console window

You can view and manage some Norton AntiVirus operations directly from the Notes server console window. Use the following syntax at the command prompt:

TELL NAV <command>

Command	Description
HELP	Lists Norton AntiVirus console commands.
JOBS	Lists upcoming scheduled scans. The job names are the ones entered when the scan was scheduled.
SCAN <names>	Initiates a scan of the specified databases. A number is displayed in the console window to identify each scan.
STOP <n>	Stops the scan with the specified number.
QUIT	Stops the Norton AntiVirus server process. To reload Norton AntiVirus, enter LOAD NTASK at the console command prompt.

Figure 2-2 Lotus Notes server console screen

```

11/20/99 01:26:47 PM AMGr: Executive '1' started
11/20/99 01:26:49 PM Administration Process started
11/20/99 01:26:54 PM SchedMgr: Validating Schedule Database
11/20/99 01:26:55 PM SchedMgr: Done validating Schedule Database
11/20/99 01:26:55 PM SchedMgr: Calculating hourly statistics
11/20/99 01:26:55 PM SchedMgr: Done calculating hourly statistics
11/20/99 01:26:59 PM Calendar Connector started
11/20/99 01:27:04 PM Database Server started
>
>
> tell nav help
11/20/99 01:31:55 PM NAV: Valid commands are:
11/20/99 01:31:55 PM JOBS      Show upcoming scheduled scans
11/20/99 01:31:55 PM SCAN <names> Start a database scan
11/20/99 01:31:55 PM STOP <n>    Stop the scan with ID number [<n>]
11/20/99 01:31:55 PM QUIT      End task. Use "load NTASK" to reload.
>
>
> tell nav scan mail
11/20/99 01:33:18 PM NAV: Started on-demand scan [1].
11/20/99 01:33:19 PM NAV: Completed on-demand scan [1]. Time: 00:01:10.
>

```

Configuring scans

Norton AntiVirus scans can be initiated at any time, scheduled to run at specific times, or set to monitor database writes and email routing in real time.

To configure and run scans:

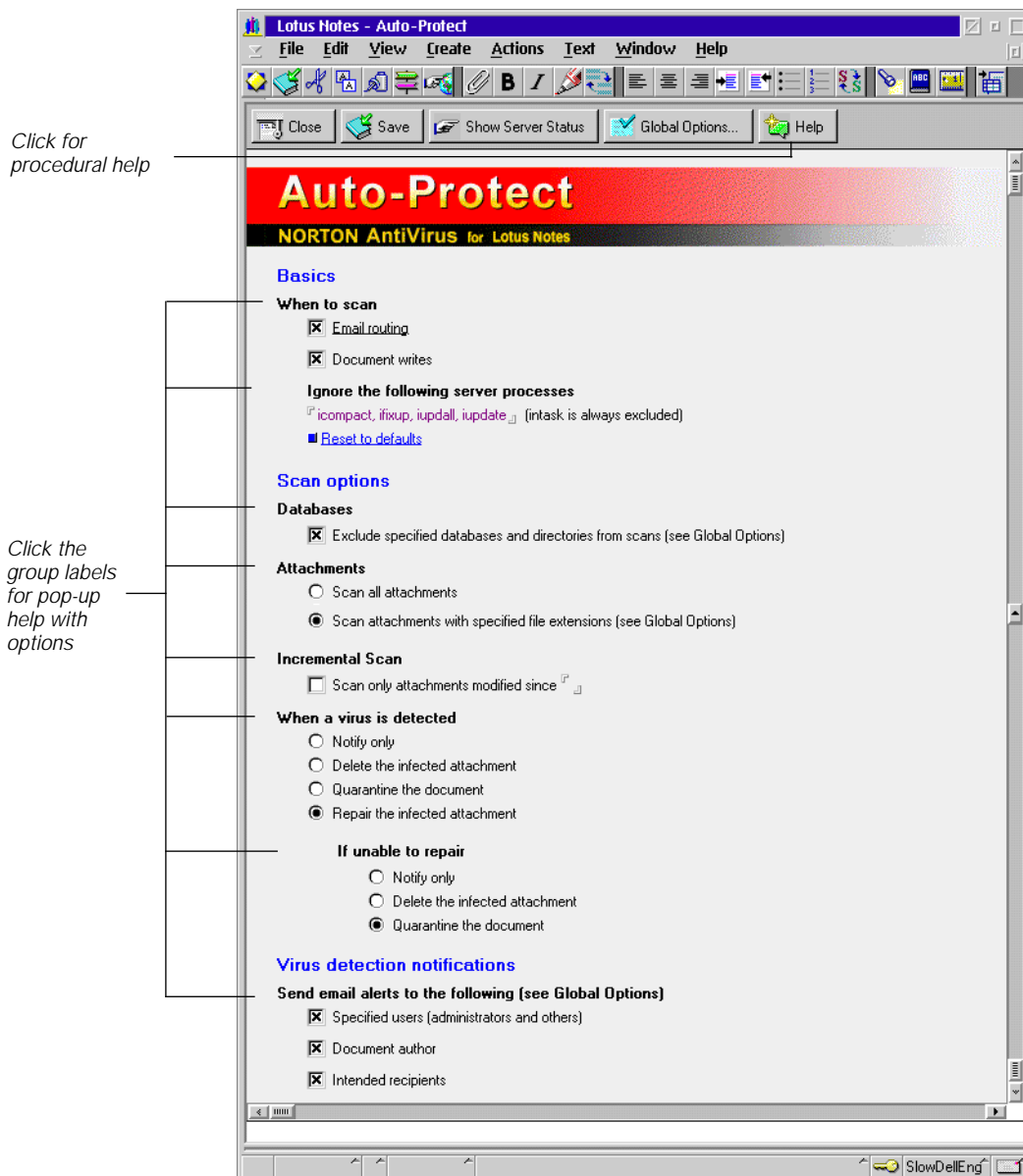
- 1 Double-click the NAV Settings icon on your Lotus Notes workspace tab to open the Norton AntiVirus main window.
- 2 In the Norton AntiVirus main window, click one of the following buttons to configure scanning:
 - **Scan Now**
An on-demand scan you can initiate at any time. You can select either all databases in your default Data directory or specify specific databases or directories to scan. The scan does not begin until you click Start The Scan in the form.
 - **Auto-Protect**
Real-time scanning of database-writes on the server and email as it is routed through the server. Auto-Protect is your best insurance to detect and eliminate viruses before they have a chance to spread.
 - **Scheduled Scans**
Scans that run automatically and without administrator intervention. Use scheduled scans to ensure that your databases remain virus-free.

Each scan type uses a three-section form to configure the scan:

Basics	What and when to scan.
Scan Options	<p>Which global options to apply and what to do if a virus is detected. Click the Global Options button in the Action bar of any form to modify settings.</p> <p>Options for manual and scheduled scans include Incremental Scanning, which you can use to scan only documents that have changed since the date that you specify.</p>
Virus Detection Notifications	Whom to notify when a virus is detected. Click the Global Options button in the Action bar of any form to identify administrators and customize the body of the email notification.

As an example, the following figure shows the form to configure Auto-Protect real-time scanning. Click the option group labels for pop-up help about the options or click Help in the Action bar for detailed context help.

Figure 2-3 Auto-Protect scan form



Scanning incoming files

The Norton AntiVirus for Lotus Notes OS/2 Auto-Protect feature provides real-time scanning of database-writes on the server and email attachments as email is routed through the server. Auto-Protect is your best insurance to detect and eliminate viruses before they have a chance to spread.

Note: To check for status, refer to the NAV Log. See [“Using the NAV Log”](#) on page 21 for more information. You can also receive status through email notifications. See [“To configure and run scans:”](#) on page 15 for information about setting up virus notifications through email.

Tip: We recommend that you run Norton AntiVirus for OS/2 on your Lotus Notes OS/2 servers to enhance the protection provided by Norton AntiVirus for Lotus Notes OS/2.

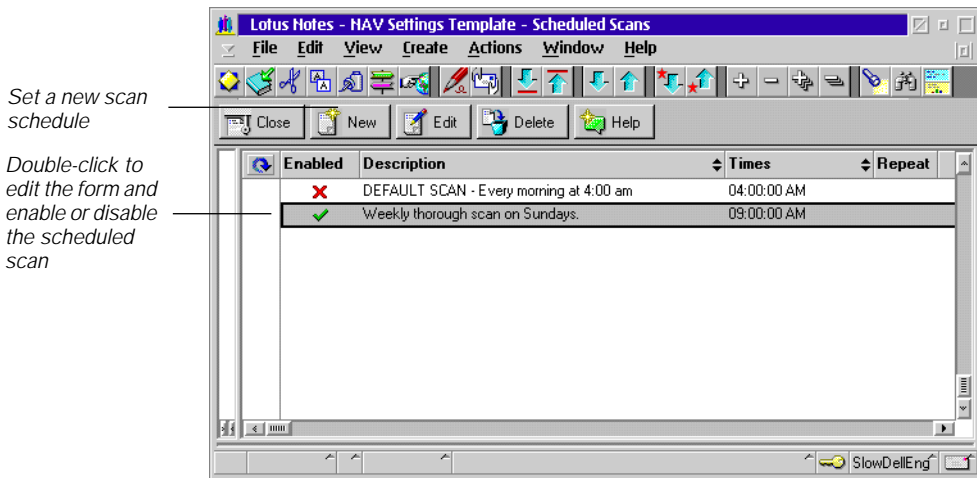
Scheduling scans

Scans can be scheduled to repeat at the same time on specified days or repeat at a specified interval on specified days.

To schedule scans:

- 1 In the Norton AntiVirus main window, click Scheduled Scans.
- 2 Do one of the following:
 - Double-click an existing scan to enable, disable, or modify it.
By default, a scan of all databases in the Data directory of the server is configured to run every day at 4:00 in the morning. You must access the form, however, to enable this default scan.
 - Click New to configure and schedule a scan.

Figure 2-4 Scheduled Scans



Setting Global Options

Global options can be accessed and configured from any of the scan forms. These options apply to all scans. Changes made, for example, from the Scan Now form apply to Auto-Protect and all already scheduled scans. Once set, however, you probably do not need to change them.

To set global options:

- 1 In the Norton AntiVirus main window, click Scan Now, Auto-Protect, or Scheduled Scan.
- 2 At the top of the scan form, click Global Options. For details on global options, see pages 20 and 21.
- 3 Set the options, which are summarized in the following tables.
- 4 Click Save then Close.

Figure 2-5 Global Options form

Lotus Notes - Global Options

File Edit View Create Actions Text Window Help

Close Save Help

Global Options

NORTON AntiVirus for Lotus Notes

Scan options

Specified file extensions

ladt, cbt, cla, com, cpl, dll, doc, dot, drv, eml, exe, lha, lzh, mme, nws, ov?, ppt, scr, sys, uue, xl?, zip

[Reset to defaults](#)

Databases and directories to exclude from scans

(navlog.nsf is always excluded)

Processing options

Bloodhound virus detection technology

☐ Off ☐ Low ☒ Med ☐ High

Back up documents before repairing

☒ Yes ☐ No

Repair signed documents (will break signatures)

☒ Yes ☐ No

Directory for temporary files (leave blank for default)

Logging options

What to display

☒ General messages
☐ General messages and viruses that couldn't be eliminated
☐ General messages and all virus events

Where to save (in addition to console window and Notes event log)

☒ NAV Log

Virus detection notification options

Specified users (administrators and users)

Custom text to administrators

Subject: NAV has detected a virus.

Body: NAV has detected a virus. Please check the NAV Log for more information.

☒ Report actions to log by Norton AntiVirus

SlowDellEng

Scan options

Specified file extensions	When configuring a scan (Scan Now, Auto-Protect, or Scheduled Scan) with Scan Attachments With Specified Extensions checked, Norton AntiVirus only scans attachments whose file extensions are listed. This setting reduces resource demand and speeds processing during the scan. The default list includes file types commonly at risk of infection. If your environment includes executable files with non-standard extensions, add them to the list. In most cases, the default list is appropriate.
Databases and directories to exclude from scans	When configuring a scan (Scan Now, Auto-Protect, or Scheduled Scan) with Exclude Specified Databases And Directories From Scans checked, Norton AntiVirus always skips the listed databases and directories. For example, you may have documentation or reference databases that are not at risk of virus infection because they cannot be modified by users.

Processing options

Bloodhound virus detection technology	Bloodhound is an advanced heuristic technology that detects a high percentage of any new or unknown viruses that have not yet been analyzed by anti-virus researchers. Because there is a small processing overhead, you can set the level of resource demand. In most cases, the Med (medium) setting is appropriate.
Back up documents before repairing	As a data safety precaution, Norton AntiVirus can store a backup copy of an infected document before making the repair to eliminate the virus. In the NAV Log, click Backup Documents to view the list and delete or restore backups.
Repair signed documents	To eliminate viruses from signed documents, Norton AntiVirus must break the signature. If Repair Signed Documents is disabled and a virus is detected, a signed document is treated as one that cannot be repaired.
Directory for temporary files	<p>Norton AntiVirus uses the default OS/2 TEMP directory for processing during scans. You should have at least 50 MB of free space on this drive. If necessary, you can specify a directory on another drive with more space available.</p> <p>If you use another anti-virus product, disable scanning of this directory to prevent interference with Norton AntiVirus operation. Other Norton AntiVirus products are aware of this location and do not require further configuration.</p>

Logging options

What to display	Determines what information is reported during Norton AntiVirus processing.
Where to save	Norton AntiVirus system information is always reported in the Notes server console window and stored in the Miscellaneous Events view of the Notes log. In addition, you can save this information in the Server Messages view of the NAV Log.

Virus detection notifications

Specified users (administrators and users)	Select administrators and other users who should be notified when a virus is detected. Use the email alert to advise them to attend to users whose workstations are infected.
Document authors	Use the email alert to instruct users how to eliminate the virus source, such as scanning with a workstation version of Norton AntiVirus.
Document recipients	If your policy is to quarantine infected documents, let users know whom to contact to release the document. If your policy is to delete infected attachments, advise them to contact the document author to resend an uninfected version.

Using the NAV Log

The NAV Log stores server messages, reports of virus incidents, and scan summaries. It also provides access to quarantined documents and documents Norton AntiVirus backs up before eliminating viruses.

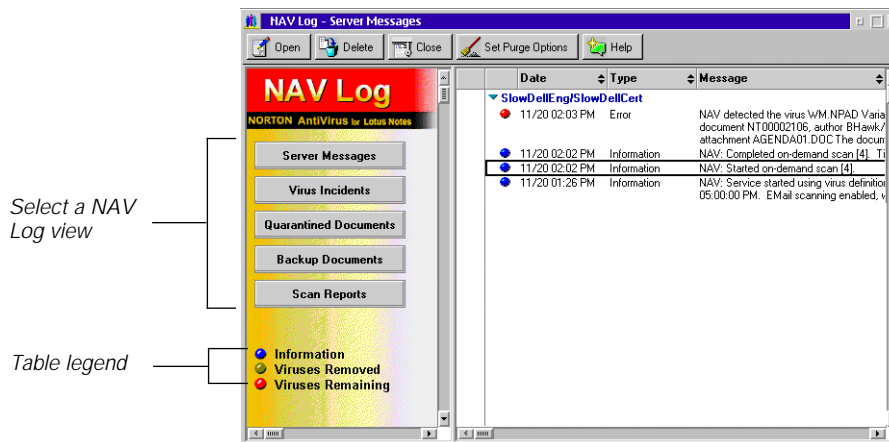
To prevent the log from growing too large, a purge agent runs every night at 1:00 A.M. By default, NAV Log entries are purged after 30 days. To change the number of days that log entries are stored, open the NAV Log and click Set Purge Options on the Action Bar.

Note: The first time the NAV Log is accessed, a document is displayed to grant the Norton AntiVirus purge agent rights to delete documents from the NAV Log. Your current user account must have administrator-level privileges for agents on the server where NAV Log resides to enable the purge agent.

To open the NAV Log:

- 1 Do one of the following:
 - Click the NAV Log icon on your Notes workspace tab.
 - In the Norton AntiVirus main window, click NAV Log.

Figure 2-6 NAV Log (Server Messages)



- 2 Click to select one of the following log views.
 - **Server Messages**
All server related events.
 - **Virus Incidents**
All virus detections.
 - **Quarantined Documents**
Infected documents that have not been repaired.

- **Backup Documents**

As a data safety precaution, Norton AntiVirus can be configured (from Global Options) to store a backup copy of documents that contain infected attachments before attempting a repair.

- **Scan Reports**

Summaries of scheduled and on-demand scans.

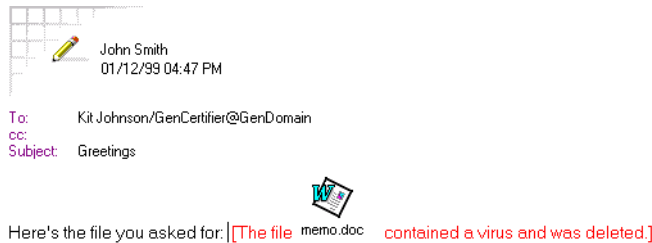
Attachments deleted by Norton AntiVirus

When Norton AntiVirus deletes a virus from a document, the icon for that attachment remains visible. When you select the icon for the deleted attachment, the following message appears:

Note item could not be found

Text appears around the attachment icon to notify you that Norton AntiVirus deleted the infected attachment, as in the following example:

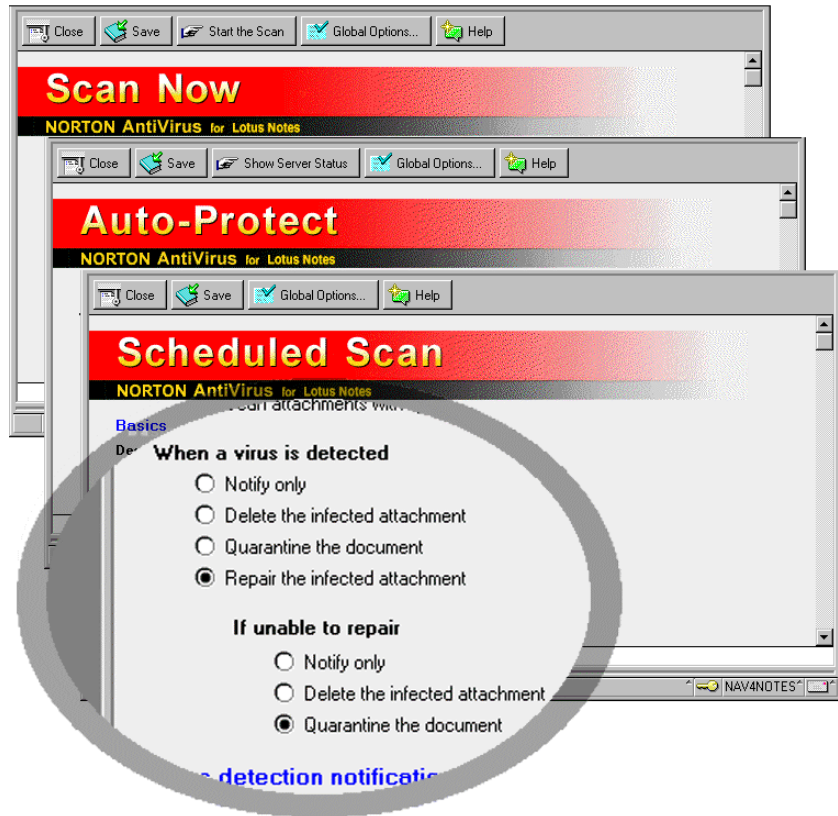
Figure 2-7 Deleted attachment notification



Managing the Quarantine

When scans are configured using the Scan Now, Auto-Protect, or Scheduled Scan forms, the Scan Options section determines what to do if a virus is detected. The following figure shows this section of the form.

Figure 2-8 Scan Now, Auto-Protect, and Scheduled Scan forms



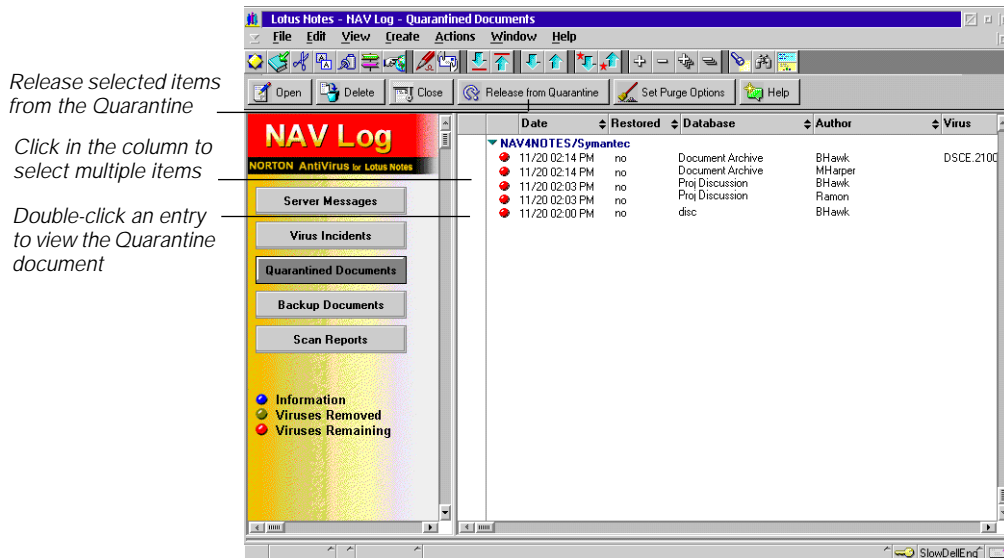
Documents are quarantined for one of two reasons:

- Your scan configuration is set to quarantine documents if a virus is detected.
- Your scan configuration is set to repair infected attachments, but quarantine any documents that have attachments that cannot be repaired.

To manage items in the Quarantine:

- 1 Open the NAV Log and click Quarantine Documents.

Figure 2-9 NAV Log (Quarantined Documents)



- 2 Select an item in the list.
- 3 Do one of the following:
 - Click Release From Quarantine.
Depending on the item, the database write is completed or the email is delivered. See the next procedure for information on how to handle infected attachments.
Make sure the document or email no longer contains infected attachments. If you release a document that still has infected attachments, it will only be quarantined again.
 - Click Delete.
The infected document or email is deleted and the entry is removed from the Quarantine.

To manage infected attachments:

- 1 Open the NAV Log and click Quarantined Documents.
- 2 Double-click an item in the Quarantine to view the Quarantine item document.

3 Click one of the following:

- **Save Attachments**

Saves the infected attachment as a file so you can work with it further. For example, the attachment may be a compressed (ZIP) file that contains an infected file. You must decompress the file and use a workstation version of Norton AntiVirus to repair it.

- **Add Attachments**

Before releasing the document from the Quarantine, you can add a newly repaired compressed file, replace an infected file with a known good copy, or, perhaps, add a procedural file with instructions to scan a workstation.

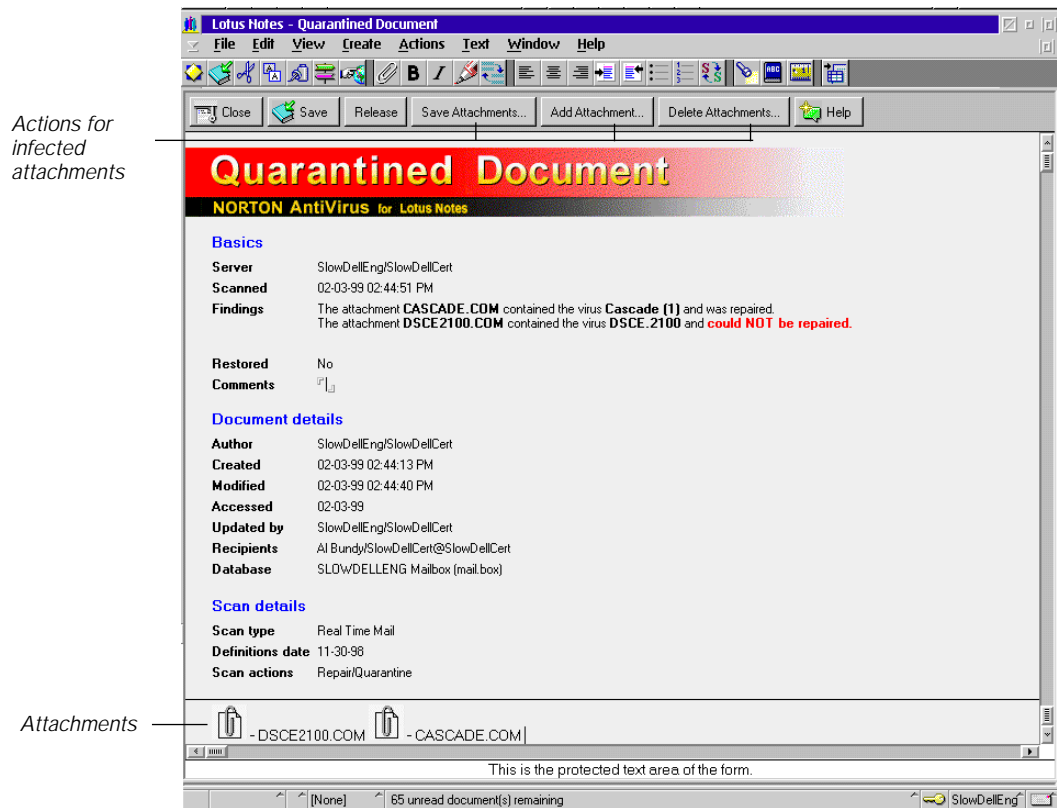
- **Delete Attachments**

Removes the infected attachments. You are prompted before the deletion takes place.

- **Release**

Releases the document or email from the Quarantine.

Figure 2-10 Quarantine item document



Using LiveUpdate

Norton AntiVirus relies on current virus definitions to detect and eliminate newly discovered viruses. One of the most common reasons for virus infections is the failure to update virus protection files after initially installing the product. Symantec regularly supplies updated virus definitions files, which contain the necessary information about all newly discovered viruses.

To keep virus protection current on workstations running Norton AntiVirus for Lotus Notes OS/2, you need to download virus definitions files updates from Symantec regularly.

Updating virus definitions

With LiveUpdate, Norton AntiVirus connects automatically to special Symantec sites and determines if your virus definitions need updating. If so, it downloads the proper files and installs them in the proper location.

LiveUpdate looks for the most current virus definitions files, and compares them with the workstation's currently installed virus definitions files. If the dates are the same, no update occurs. If the workstation's files are older, LiveUpdate copies the installation packet to a temporary local directory and installs the virus definitions.

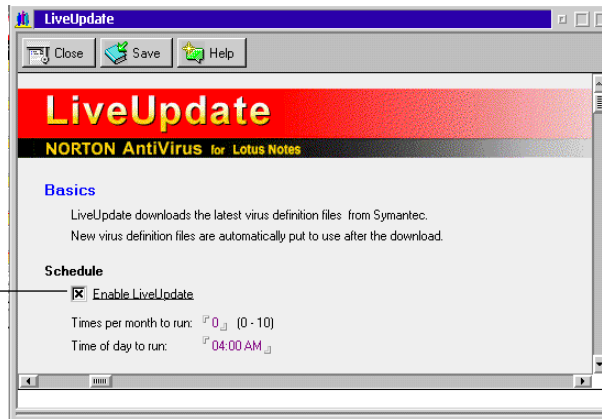
Running and scheduling LiveUpdate

To run LiveUpdate, you must schedule an update. The update can be scheduled to run right away or at a later date and time. You can also specify how often you want LiveUpdate to run each month.

To schedule automatic LiveUpdate sessions:

- 1 In the Norton AntiVirus main window, click LiveUpdate.

*Check to enable the
scheduled LiveUpdate*



- 2 In the Schedule section of the form, check Enable LiveUpdate.
Uncheck to disable LiveUpdate.
- 3 Enter the number of times per month for LiveUpdate to run.
- 4 Enter the time of day that LiveUpdate runs.
Specify an off-peak time in a high-traffic network.
- 5 At the top of the form, click Save, then Close.

Symantec Service and Support Solutions

Symantec is committed to excellent service worldwide. Our goal is to provide you with professional assistance in the use of our software and services, wherever you are located.

Technical Support and Customer Service solutions vary by country. If you have questions about the services described below, please refer to the section “Worldwide Service and Support” at the end of this chapter.

Registering your Symantec product

To register your Symantec product, please complete the registration card included with your package and drop the card in the mail. You can also register via modem during the installation process (if your software offers this feature) or via fax to (800) 800-1438 or (541) 984-8020.

LiveUpdate Subscription Policy

Retail customers: With the purchase of this product, you receive 12 free months of unlimited online use of LiveUpdate. Renewal subscriptions are available for \$3.95 per year.

After using this product for ten months, you will be prompted to subscribe when you begin a LiveUpdate session. Simply follow the onscreen instructions. After your one-year free subscription ends, you must renew your subscription before you can complete a LiveUpdate session.

To order, do one of the following:

- In the United States, call Customer Service at (800) 441-7234
- Outside the United States, contact your local Symantec office or representative
- Visit our website at: www.shop.symantec.com

Corporate Customers: Contact your Symantec representative for information about LiveUpdate subscription pricing.

Virus definitions update disk

If you don't have a modem to obtain virus definitions files using the Internet, CompuServe, America Online, or the Symantec BBS, you can order regular updates from Symantec to arrive by mail. This service requires a fee.

To order, do one of the following:

- In the United States, call (800) 441-7234.
- Outside the United States, contact your local Symantec office or representative.

Technical support

Symantec offers an array of technical support options designed for your individual needs to help you get the most out of your software investment.

World Wide Web

The Symantec World Wide Web site (<http://service.symantec.com>) is the doorway to a set of online technical support solutions where you will find the following services:

Interactive problem solver

Symantec's online interactive problem solver (known as the Support Genie) helps you solve problems and answer questions about many Symantec products.

Product knowledgebases

Product knowledgebases enable you to search thousands of documents used by Symantec Support Technicians to answer customer questions.

FAQs

Frequently Asked Questions documents, also known as FAQs, list commonly asked questions and clear answers for specific products.

Discussion groups

Discussion groups provide a forum where you can ask questions and receive answers from Symantec online support technicians.

FTP

Point your web browser to <http://service.symantec.com> to search for and download technical notes and software updates. You can also click the LiveUpdate button in programs enabled with this feature to automatically download and install software updates and virus definitions.

Other Symantec support options include the following:

America Online	Type Keyword: SYMANTEC to access the Symantec forum.
CompuServe	Type GO SYMANTEC to access the Symantec forum.
Symantec BBS	Set your modem to 8 data bits, 1 stop bit, no parity and dial (541) 484-6669.
Automated fax retrieval system	<p>To receive general product information, fact sheets and product upgrade order forms directly to your fax machine, please call our Customer Service fax retrieval system at (800) 554-4403 or (541) 984-2490.</p> <p>For technical application notes, please call our Technical Support fax retrieval system at (541) 984-2490 and select option 2.</p>
StandardCare Support	<p>If you can't access the Internet, take advantage of your 90 days of free telephone technical support (from the date of your first call) at no charge to all registered users of Symantec software.</p> <p>Please see the back of this manual for the support telephone number for your product.</p>
PriorityCare and PlatinumCare Support	Expanded telephone support services are available to all registered customers. For complete information, please call our automated fax retrieval service, located in the United States, at (800) 554-4403 or (541) 984-2490, and request document 070, or visit www.symantec.com/techsupp/phone/index.html

Chat Now!

Chat Now! For selected products this service provides customers with the ability to discuss technical issues with a Support Analyst in “realtime” over the Internet, using text, files, and HTML for a fee.

Support for old and discontinued versions

When a new version of this software is released, registered users will receive upgrade information in the mail. Telephone support will be provided for the previous version for six months after the release of the new version. Technical information may still be available through online support.

When Symantec announces that a product will no longer be marketed or sold, telephone support will be discontinued 60 days later. Support will only be available for discontinued products through online services. See the section “Technical support” for online service options.

Customer Service

Symantec’s Customer Service department can assist you with non-technical questions. Call Customer Service to:

- Order an upgrade.
- Subscribe to the Symantec Support Solution of your choice.
- Fulfill your request for product literature or demonstration disks.
- Find out about dealers and consultants in your area.
- Replace missing or defective CDs, disks, manuals, etc.
- Update your product registration with address or name changes.

You can also visit Customer Service online at www.symantec.com/custserv for the latest Customer Service FAQs, to find out the status of your order or return, or to post a query to a Customer Service discussion group.

Worldwide Service and Support

Symantec provides Technical Support and Customer Service worldwide. Services vary by country and include International Partners who represent Symantec in regions without a Symantec office. For general information, please contact the Symantec Service and Support Office for your region.

Service and Support offices

NORTH AMERICA

Symantec Corporation	(800) 441-7234 (USA & Canada)
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The Netherlands	
Automated Fax Retrieval	+31 (71) 408 3782

ASIA/PACIFIC RIM

Symantec Australia Pty. Ltd.	+61 (2) 9850 1000
408 Victoria Road	Fax: +61 (2) 9850 1001
Gladesville, NSW 2111	
Australia	
Automated Fax Retrieval	+61 (2) 9817 4550

Most International Partners provide Customer Service and Technical Support for Symantec products in your local language. For more information on other Symantec and International Partner locations, please call our Technical Support automated fax retrieval service, in the United States at +1 (541) 984-2490, choose Option 2, and request document 1400.

Every effort has been made to ensure the accuracy of this information. However, the information contained herein is subject to change without notice. Symantec Corporation reserves the right for such change without prior notice.

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